

**State of California**  
**Department of Corrections and Rehabilitation**



**Request for Proposal (RFP) 10-035-ITS**

**Rural Health Care Program**  
**Implementation Project**  
**Voice and Data Services**

**BIDDERS CONFERENCE**

**Location:** CPHCS Headquarters  
501 J Street  
6<sup>th</sup> Floor, "Big River" Conference Room  
Sacramento, CA 95811

**Conference Line:** (888) 422-7120  
**Conference Code:** 593331

**Date and Time:** Wednesday, January 26, 2011, 1:00 p.m. (P.T.)

**QUESTIONS AND ANSWERS**

1. **Question:** Please define "Redundant, Secondary or Fail-over Services" as required by this RFP (Reference 6.3 - Requested Services).

**Answer:** Redundant, Secondary or Fail-Over Services are what remains to provide the voice and/or data services in the event the main line/circuit(s) should fail or become inoperable.

- Currently, CPHCS has thirty-three (33) OC3's as main circuits and DS3's provided by CDCR serve the secondary/fail-over circuit function. Eventually, satellite service(s) will be transitioned for use as CPHCS' secondary service.

- VSAT (Very Small Aperture Terminal) technology has been in use around the world since 1984 or earlier, and is offered as a service through multiple providers.
2. Question: Please define “OC-3 PIP Port” as this does not appear to be a telecommunications industry-standard term, but rather a specific vendor’s product name (Reference 7.2.1 – Cost Considerations of Exhibit 7-A through 7-D).
- Answer: “OC3” stands for Optical Communication with the number “3” designating the number of strands indicating the size of data, per second, that can travel using the circuit. OC3 can provide 155.53 Mb/s (megabits per second). “PIP” stands for “Private IP network”.
3. Question: Please define what is specifically to be included in “OC-3 Managed Services” (Reference 7.2.1 – Cost Considerations of Exhibit 7-A through 7-D).
- Answer: “OC-3 Managed Services” means the monitoring of OC3 circuit(s). If the circuit fails, carrier shall notify designated CPHCS representatives and attempt to repair the circuit if within the range of offered services.
- CPHCS’ current provider monitors the OC3 circuit and associated router the entire way to the switch.
4. Question: Please define “PIP Gold Card Expedited Forwarding”, as this does not appear to be a telecommunications industry-standard term, but rather a specific vendor’s product (Reference 7.2.1 – Cost Considerations of Exhibit 7-A through 7-D):
- Answer: “PIP Gold Card Expedited Forwarding” references “Quality of Service” (QoS) services. If CPHCS needs circuits with dedicated space requirements (e.g., OC3s) “PIP Gold Card Expedited Forwarding” will ensure the data covered under QoS gets through.
- Example: If a user is sending a very large file over CPHCS’ OC3 circuit, QoS will ensure the voice traffic and other important data does not lag in transmission, has no latency, and gets through with priority.
  - QoS, or “PIP Gold Card Expedited Forwarding”, is to ensure that large-file traffic does not interrupt or interfere with mission-critical data transfers.
5. Question: Please clarify types of “satellite service” required (e.g., voice calling, data connectivity [Reference 6.3 - Requested Services]).
- Answer: Satellite services are eligible under the Federal Rural Health Care Program (RHCP).

If Bidders offer more than one type of satellite circuits, their proposal should price each type deemed applicable to their proposal.

6. Question: There are several products that are not eligible for Federal RHCP reimbursement, yet they are Mandatory/Optional (M/O) for pricing. Was this in error? We do understand that in the RFP it does state that if an award is given there may be additional services needed, but the question(s) refers to the product list for pricing.

Answer: All products requesting M/O (Mandatory/Optional) pricing were taken directly from the Federal Rural Health Care Program's list of eligible services.

- Please note that on page 1 of the RFP there are additional services that should be considered when providing a response. Most additional services will be required in performance of RFP services and may have an associated cost.

7. Question: Please confirm the term of the ensuing agreement(s)?

Answer: CPHCS anticipates ensuing agreements will have a term end-date that corresponds with the current end-date for California's CalNET II Agreement.